

## PRIVACY POLICY (CLIENTS)

### Introduction

**Carelink coordinates and manages the ongoing care and support for survivors of sexual and other forms of abuse perpetrated by clergy and other individuals appointed or employed by the Catholic Archdiocese of Melbourne. This care and support also extends to the survivors' families.**

This Privacy Policy (Clients) applies to survivors and their families who are referred to Carelink and become clients of Carelink.

Carelink is required to have a Privacy Policy that sets out how we treat the personal information we collect during our operations. It must meet the requirements of the *Privacy Act 1988* and its Australian Privacy Principles (APPs) in Schedule 1. It must also meet the requirements of the *Health Records Act 2001 (Vic)*, which specifically deals with an individual's health information. The *Health Records Act* has 11 Health Privacy Principles (HPPs) in its Schedule 1.

Carelink's Privacy Policy must be made freely available and in a suitable form. Accordingly, it is available on our public website (<http://carelink.melbourne>). If you require a copy of this policy in an alternative form, for example in a format suitable for the vision impaired, you can contact the Carelink Office Coordinator to lodge this request. All reasonable steps will be taken to provide the policy in a suitable form.

Carelink is committed to treating the personal information we collect in accordance with the law as set out in the *Privacy Act 1988* and its the APPs, and the *Health Records Act 2001* and its HPPs.

- 'Personal information' is information or an opinion about an identified individual or an individual who is reasonably identifiable, whether it is true or not (*Privacy Act*).
- 'Sensitive information' is a category of personal information. It includes information about: race or ethnicity; political opinions or memberships; religious beliefs or affiliations; membership of professional or trade associations; membership of a trade union; sexual orientation or practices; criminal records; health information; and genetic or biometric information. Sensitive information requires a higher level of protection (*Privacy Act*).
- 'Health information' is information or opinion about an individual's physical, mental or psychological health, disability, wishes for provision of future health services, or health services that have been provided. It also covers the personal information that may be collected as part of the provision of a health service, in connection with an organ donation, or that is genetic information that is or could be predictive of future health (*Health Records Act*).

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### Contents of this policy

This Privacy Policy sets out:

- 1 The kinds of personal information we collect and hold.
- 2 How we collect and hold personal information.
- 3 The purposes for which we collect, hold, use and disclose personal information.
- 4 How you can access personal information we hold about you and seek to have it corrected if you believe there are errors.
- 5 How you can lodge a complaint about a breach of this policy.
- 6 Whether we disclose personal information to overseas entities and in what countries they are located.
- 7 How to contact us.

### 1. The kinds of personal information we collect and hold

Carelink provides tailored services to meet the needs of each client. To do this, Carelink collects and holds the following types of personal information in its records:

- Identifying personal information, including your name, address, phone numbers, email address, date of birth, and government-issued identification numbers.
- Sensitive and health information, including your marital status, cultural background, religious orientation, and medical and psychiatric records. We will obtain your consent before we collect sensitive information and will fully disclose how we will use the information. Carelink provides a higher level of protection for sensitive information.

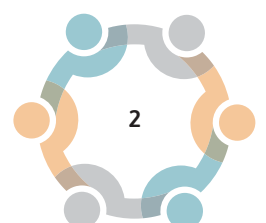
It is not possible to provide services to a client who wishes to remain anonymous or to use a pseudonym (an assumed name to hide your identity). We need to collect and use your personal information to provide services specific to your circumstances and needs.

### 2. How we collect and hold your personal information

#### Collect information

We only collect personal information using lawful and fair means. We collect personal information primarily from you when you seek to engage with us as a client. This may be through a personal interview, over the phone, in an email or letter, or when you complete a questionnaire or form.

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We may also collect personal information about you from:

- Other parts of the Melbourne Response,\* such as the Independent Commissioner.
- The medical professionals we coordinate and collaborate with to develop medical and health-related assessments about you. This type of two-way information sharing is fundamental to providing you with the best possible service.

\* The Melbourne Response is the process undertaken by the Catholic Archdiocese of Melbourne in the acknowledgement of the individuals and families affected by sexual, physical and/or emotional forms of abuse perpetrated by the clergy and church personnel of the Catholic Archdiocese of Melbourne.

We are required to take reasonable steps to ensure that the personal information we collect, hold, use and disclose is accurate, up-to-date and complete. However, it is possible that over time the information we hold becomes outdated. Where this occurs, we will correct that information within 30 days of receiving your written request to do so. (See section 4, How you can access personal information we hold.)

### How we secure your information

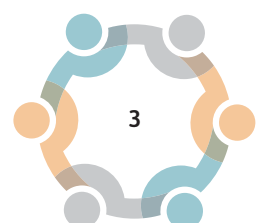
Carelink holds personal information in hard copy and electronic formats at our Melbourne office. We use physical security measures to protect the personal information we hold, such as:

- locking the cabinets in which hard copies are held
- locking rooms dedicated to holding cabinets that contain personal information
- requiring staff not to leave clients' personal files on their desks unattended or their computer screens unlocked when they are away from their desks
- requiring staff not to take hard-copy client files out of the Carelink office.

We use technological measures to protect information held in electronic formats, such as restriction of access to authorised personnel, passwords and firewalls. Electronic data is stored on our own in-house servers. It may also be stored securely offsite as part of our data protection procedures on a service provider's dedicated secure server.

We hold your personal information for a minimum of seven years after the last occasion on which we provided a service to you, unless its deletion is permitted, authorised or required by applicable regulations or laws. In the case of personal information collected while the client was a child, we hold your personal information at a minimum until you reach 25 years of age.

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### 3. The purposes for which we collect, hold, use and disclose personal information

#### Primary purpose

We collect, hold, use and disclose the personal information we gather from you for the primary purpose of providing and administering our services to you.

This includes disclosing your personal information in working with external health service providers to obtain medical assessments about you and to arrange treatment, such as counselling, medication and other forms of professional support. This is done with your consent.

We also collect, hold, use and disclose your information for the following purposes, which fall under our primary purpose or as required by the law.

#### To respond to requests or queries

This includes requests that come directly from you, a responsible person you have authorised, such as your solicitor, or a health practitioner who is treating you and who you have authorised to have access to information we hold about you.

#### To maintain contact with you

This may include phone calls, letters and emails related to your relationship with us, any treatment that we may be coordinating for you, or seeking feedback from you related to our service provision.

#### To facilitate assessment of your case and claim for redress

We may disclose your personal information to the Independent Commissioner and Assessment Panel (part of the Melbourne Response process) to help them assess your case and any claim for redress.

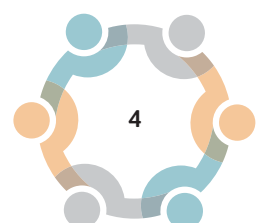
#### To facilitate payments to you

We may disclose limited information about you to the Archdiocese to facilitate the payment of compensation, or to assist the Archdiocese in issuing a letter of apology, or to take other action arising from implementation of the decisions or recommendations of the Melbourne Response. Information provided to the Archdiocese for these purposes is restricted to a small number of senior officials.

#### To assist with research and quality assurance

We may disclose your personal information for research and quality assurance activities, to improve our practices and the services available to you and other victims of abuse within the Archdiocese. You will be informed when these activities are being conducted and given the opportunity to opt-out of any involvement.

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### To comply with Australian law

We will disclose your information when required to do so by Australian law. This includes answering subpoenas and directions given by law enforcement bodies or courts. We will also disclose information when it is required to prevent serious harm to you or someone else or to prevent a criminal offence.

## 4. How you can access personal information we hold about you and seek to have it corrected if you believe there are errors

A separate Carelink policy, 'Client Access to Personal Information', sets out how you can access your personal information and have it corrected if you believe it contains errors. This policy should be read in conjunction with the Privacy Policy (Clients).

A request to access personal information must be made using the 'Personal Information Request Form'. When your request is granted, you will be given access to your personal records as a hard copy print-out, PDF electronic format or through a discussion with a Carelink staff member or health professional. We will provide this access within 30 days of receiving your written request.

You will not be given access to the electronic systems on which the information is held. This is to ensure we preserve the security and integrity of our electronic database and software.

The law provides for several limited circumstances where we can refuse you access to your personal information. One of these is where providing access would pose a serious threat to the life or health of yourself or another person. There are several other reasons why we can refuse access. These can be read in the *Health Records Act 2001 (Vic)*, Schedule 1, Health Privacy Principle 6, Access and Correction.

If one of these limited circumstances applies in your case, we will look for a way to provide access that mitigates the risk. If we do finally refuse access, we will provide you with the reasons in writing within 30 days.

## 5. How you can lodge a complaint about a breach of this policy

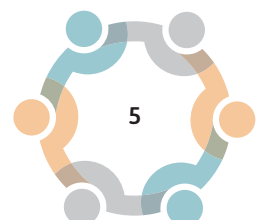
If you feel that Carelink has breached its stated Privacy Policy in the handling of your personal information, contact the Manager of Carelink in writing (mail or email) stating your complaint. If you are unable to contact us in writing, you can phone our office on 1300 810 957 and ask to speak with the Manager.

Carelink's contact details are:

Suite 520, Level 5, 100 Victoria Parade, East Melbourne VIC 3002

Phone: 1300 810 957. Email: [info@carelink.melbourne](mailto:info@carelink.melbourne)

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Carelink will acknowledge receipt of your complaint within five working days, investigate your complaint, and advise you of the outcome of its investigation within 30 days.

If you are not satisfied with the outcome of Carelink's investigation, you can refer your complaint to the Office of the Australian Information Commissioner on 1300 363 992 or go to its online complaints page at – <https://www.oaic.gov.au/privacy/privacy-complaints>

### **6. Whether we disclose personal information to overseas entities and in what countries they are located.**

Carelink does not disclose personal information about its clients to overseas entities.

### **7. How to contact us**

To discuss any matters related to this policy, the collection of your personal information or to make a request to access the information we hold about you, contact the Carelink Office Coordinator on 1300 810 957 or by email – [info@carelink.melbourne](mailto:info@carelink.melbourne)

This Privacy Policy (Clients) should be read in conjunction with Carelink's Client Access to Personal Information Policy.

This Privacy Policy (Clients) will be regularly reviewed to assess its effectiveness and compliance with the law.



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**Stephanie McShane**

Director

